

SERVICE CENTER AND ASSOCIATED METHOD FOR OFFERING SERVICES IN A RETAIL ENVIRONMENT

ABSTRACT OF THE INVENTION

The invention is a service center and a method of providing services within a retail environment that would traditionally not accommodate such services. The method of the invention separates the location of the marketing and sales activity from the location of providing the actual services. Pursuant to the disclosure herein, customers bring a serviceable item to a retail facility and give the service provider temporary possession of the item. The service provider moves the item to a service facility that is physically separated from the retail environment. The invention provides a means for maintaining communications between the service provider and the customer. The sales and marketing activities of the invention herein occur within an appealing retail environment at a kiosk, a storefront or other facility. The service center and the associated method are particularly adept for providing automobile services with a shopping mall environment. A customer may receive automobile services while the customer remains inside of a shopping mall. The service provider moves the automobile to a garage area possibly located within the mall parking area or even within an underground service facility.